

Production Daily Health Report

Wednesday December 14th, 2016 (10:00 AM EDT)

Infrastructure and Upcoming Events

Customer Portal
 Worker Portal
 CCAP
 EARR

Daily Smoke Test Status: Pass

Key Events

Date	Event	Status
12/13	GPA Semi-Monthly Issuance	Completed
12/17	Weekly Release	Not Started

Notices QC

Notice	Status	Transferred	QC Passed	QC Pending	Held
DHS 1605 - Benefit Decision Notice	N/A	Pending	0	N/A	0

Batches

Executed	Failed	Passed	Held / Not Scheduled*
103	1	103	217

Batch Name	Status	Impact
Benefit Issuance	Passed	
Mass Update	Not Run	
Self Service Portal	Passed	
Reports	Passed	
Support Functions	Passed	
Notices	N/A	Cancelled as a result of late start, which would have impacted system performance
EDM	Passed	

Interfaces

Critical Trading Partner	Transfer Status	QC Status	Impact
MMIS	Not Run	Not Run	
FIS (EBT)	Passed	Passed	
Child Support	Passed	Passed	
SSA	Passed	Passed	
Bank of America	N/A	N/A	
Santander	N/A	N/A	
Welligent	N/A	N/A	
Carriers & NFP	Passed	Passed	
DCYF	Passed	Passed	

*This includes jobs that are monthly that have not hit their execution date as well as jobs that have known issues.

RIBridges Top Issues Impacting Cases

Wednesday December 14th, 2016 (10:00 AM EDT)

125

Cases without Coverage due to Top Issues

0 **P1 Incidents**

3 **P2 incidents**

1597 **P3 incidents**

80 **P4 incidents**

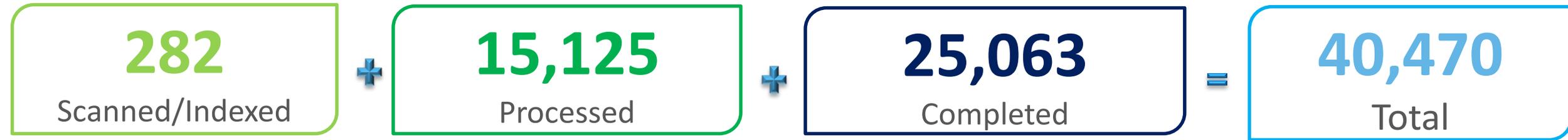
Top Issues Impacting Cases

#	Issue	# Cases Blocking Coverage	Root cause	Resolution
1	CCAP Multiple Co-pay Amounts (RIB-8798)	2	In the worker portal for the CCAP Service results of two separate cases, the co-pay amount appears for both children of the household when it should only appear for the youngest child.	Targeted Fix Date – TBD
2	"Add Program" Button Disabled after completing SNAP Application (RIB-8909)	~	Following successful completion of a SNAP application, the client wanted to also apply for Medicaid but the worker cannot add another program to the existing application.	Targeted Fix Date – 12-17-2016
3	Unable to Authorize Eligibility Due to Attached Data Integrity Error (RIB-8077)	~	This is a blocker preventing authorization. There are multiple cases that are getting the "Data Integrity" error message, one of which has been escalated and is urgent.	Targeted Fix Date – 12-17-2016
4	"Choose Coverage Effective Date" Screen Displaying Incorrectly in Worker Portal (RIB-8931)	5	Code issue preventing completion of applications for 5 accounts.	Targeted Fix Date – 12-17-2016
5	GPA Benefit Issuance Issues – Check is not sent and issues with converted data (RIB-5188, RIB-4018)	~100	Mismatch of converted data between MCI and Eligibility tables	Targeted Fix Date – 12-17-2016
6	Medicaid Accounts Incorrectly Pended Due to Incorrect SWICA/DLT Mismatches (RIB-3010, RIB-5224)	~18	14 triggers failed since these accounts are flagged as Benefit Mismatch accounts. 4 Accounts failed due to other exceptions. These accounts need eligibility re-run from the front end.	Deloitte re-ran eligibility for 18 accounts, 14 of which were completed and 4 require more information from the user. Target date pending state approval

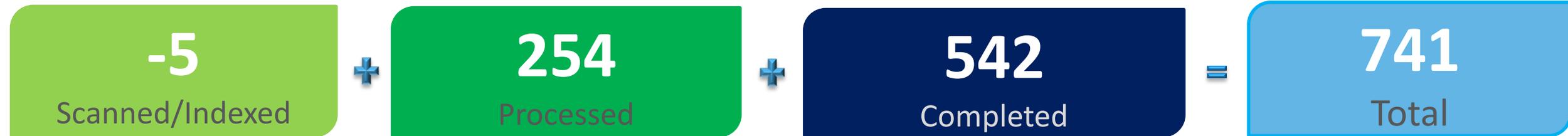
System Application Statistics

Below provides the applications that have been submitted into the system from September 12th to December 13th

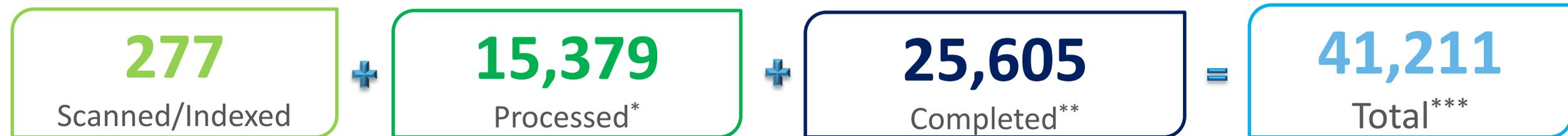
Start of the Day



Daily Net Change



End of the Day



* Processed applications have gone through the application registration process, but eligibility has not been run.

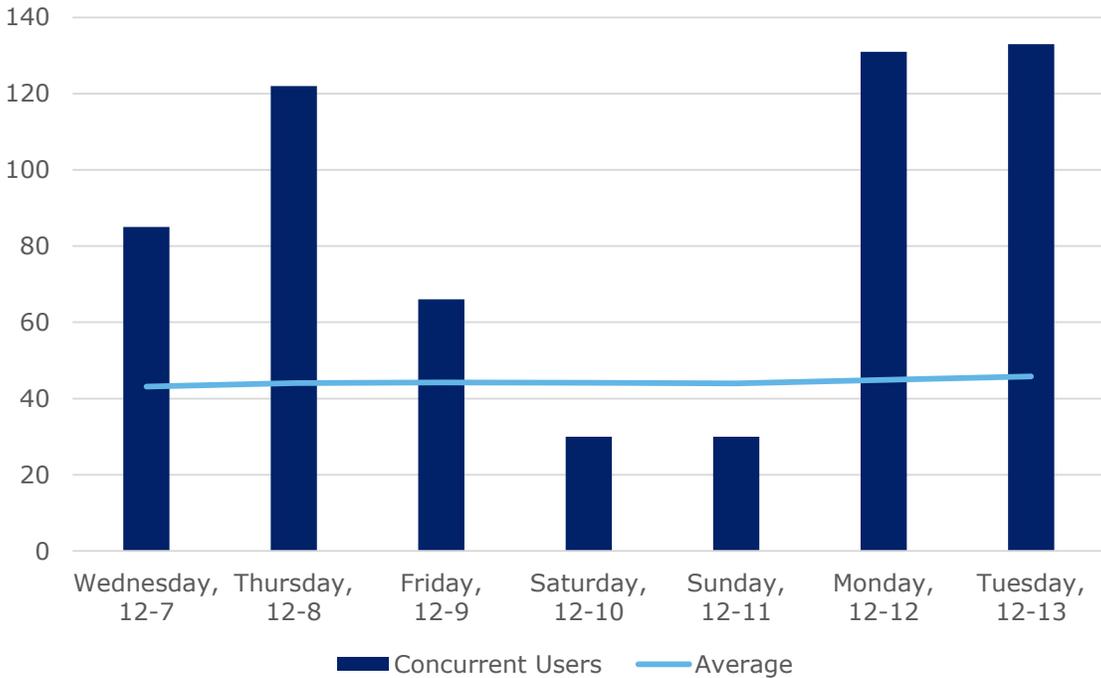
** Completed applications have been processed and have had eligibility run.

*** Total is the total number of applications present in the system

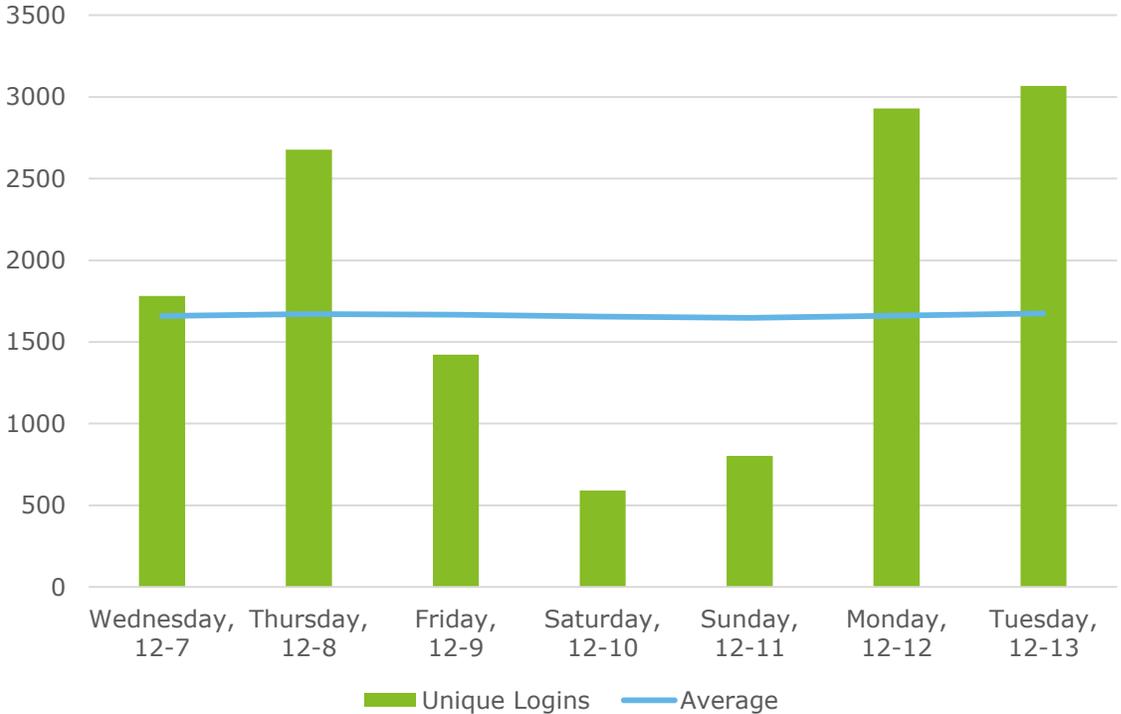
RIBridges Technical Metrics – Customer Portal

Wednesday December 14th, 2016 (10:00 AM EDT)

Customer Portal Concurrent Logins Per Day



Customer Portal Unique Logins Per Day

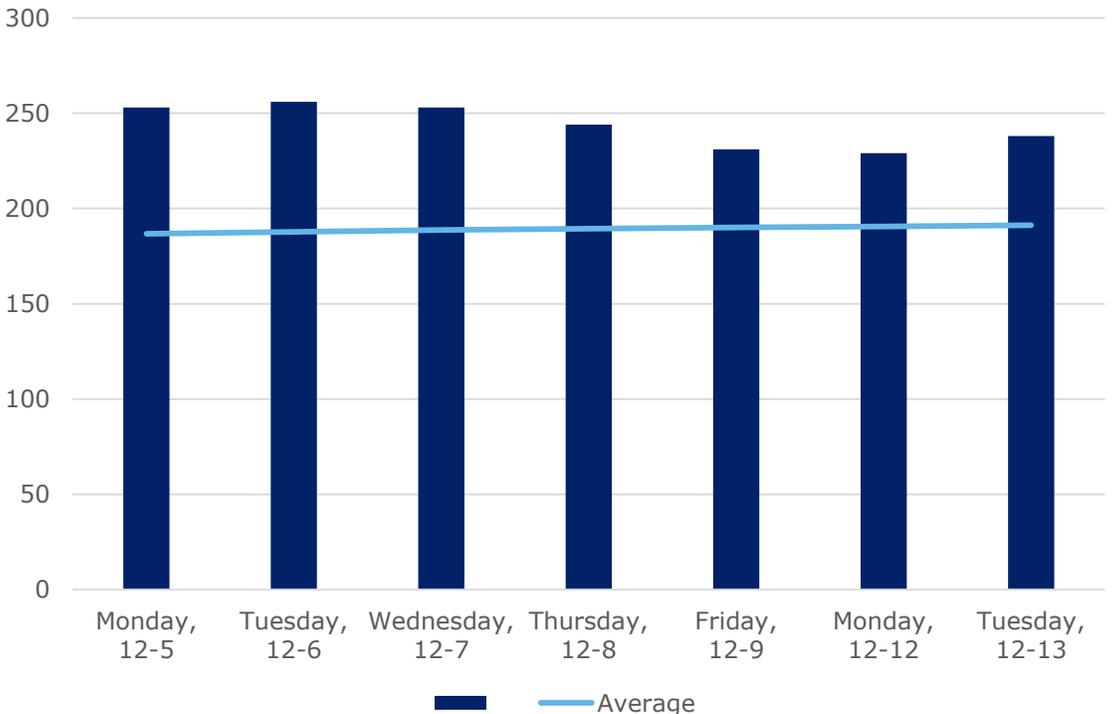


*Concurrent is over five minutes

RIBridges Technical Metrics – Worker Portal

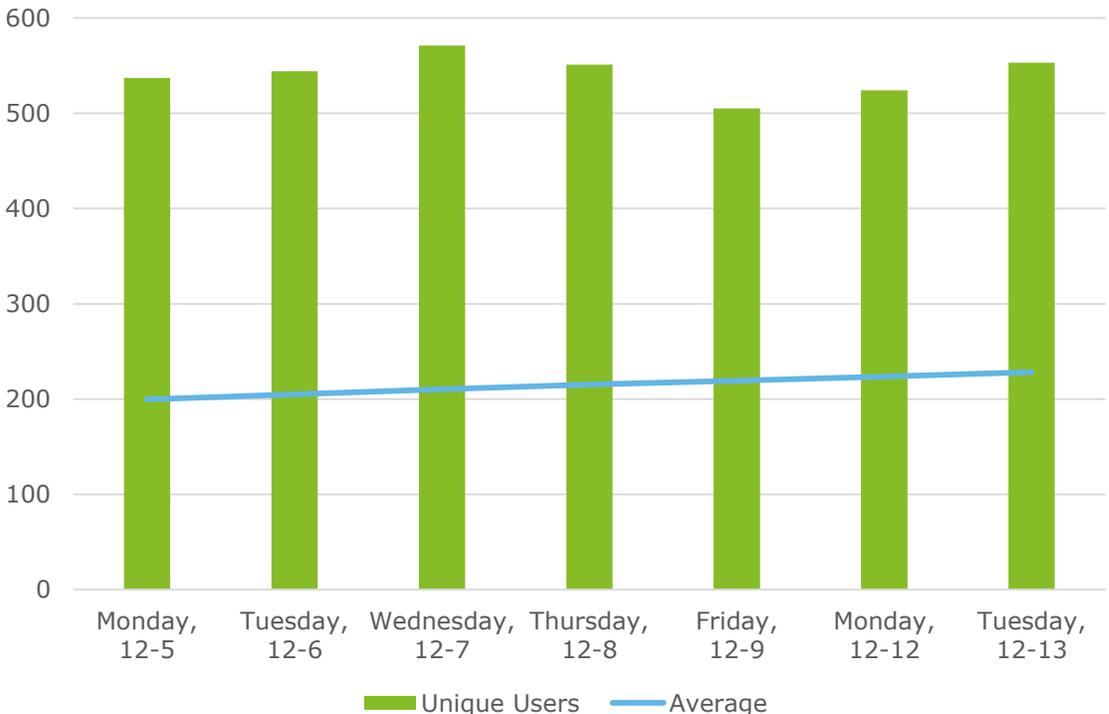
Wednesday December 14th, 2016 (10:00 AM EDT)

Worker Portal Concurrent Logins Per Weekday



* Concurrent is over five minutes
 ** Exact number of concurrent logins with no exclusions

Worker Portal Unique Logins Per Weekday

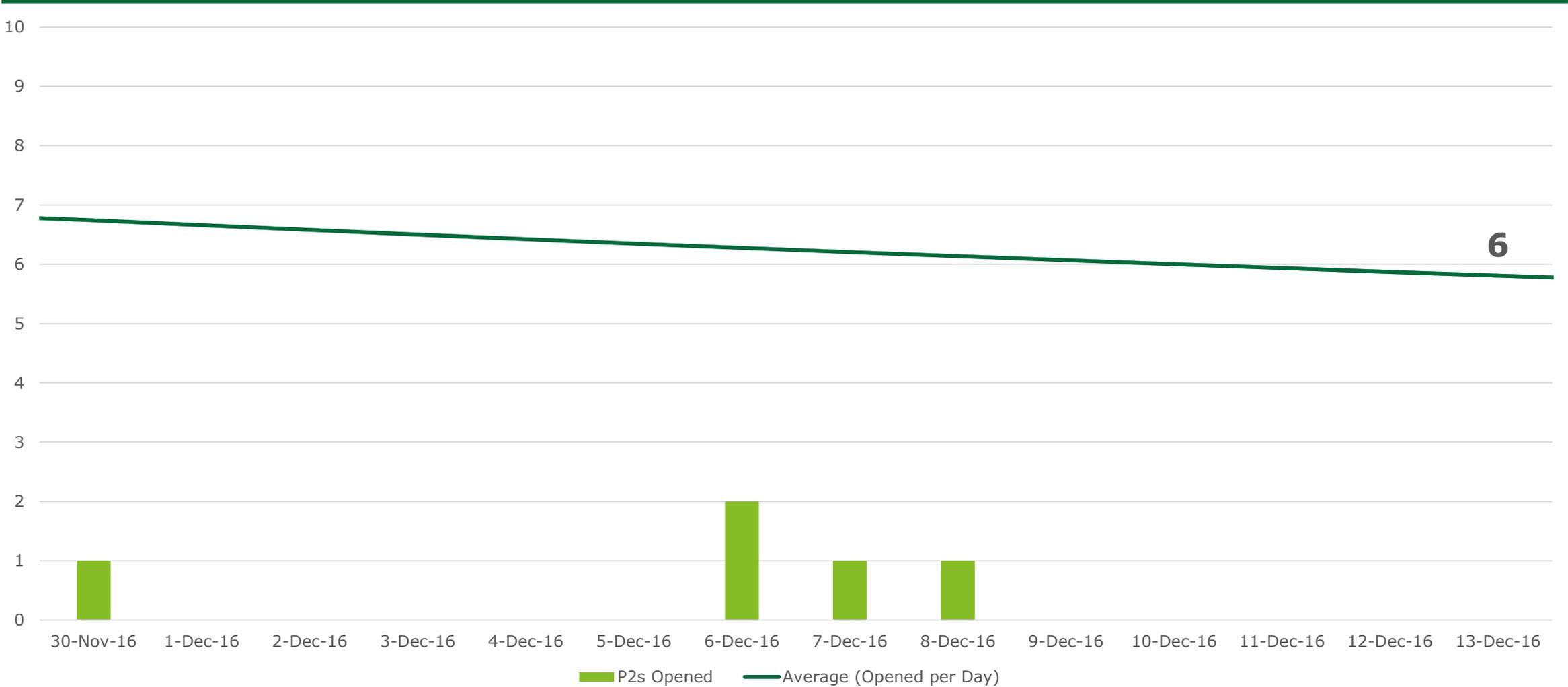


* Excludes Deloitte and contractor logins prior to 11/30.
 ** Deloitte and contractor logins included 11/30 and on

RIBridges Technical Metrics – P2 Incident Report

Wednesday December 14th, 2016 (10:00 AM EDT)

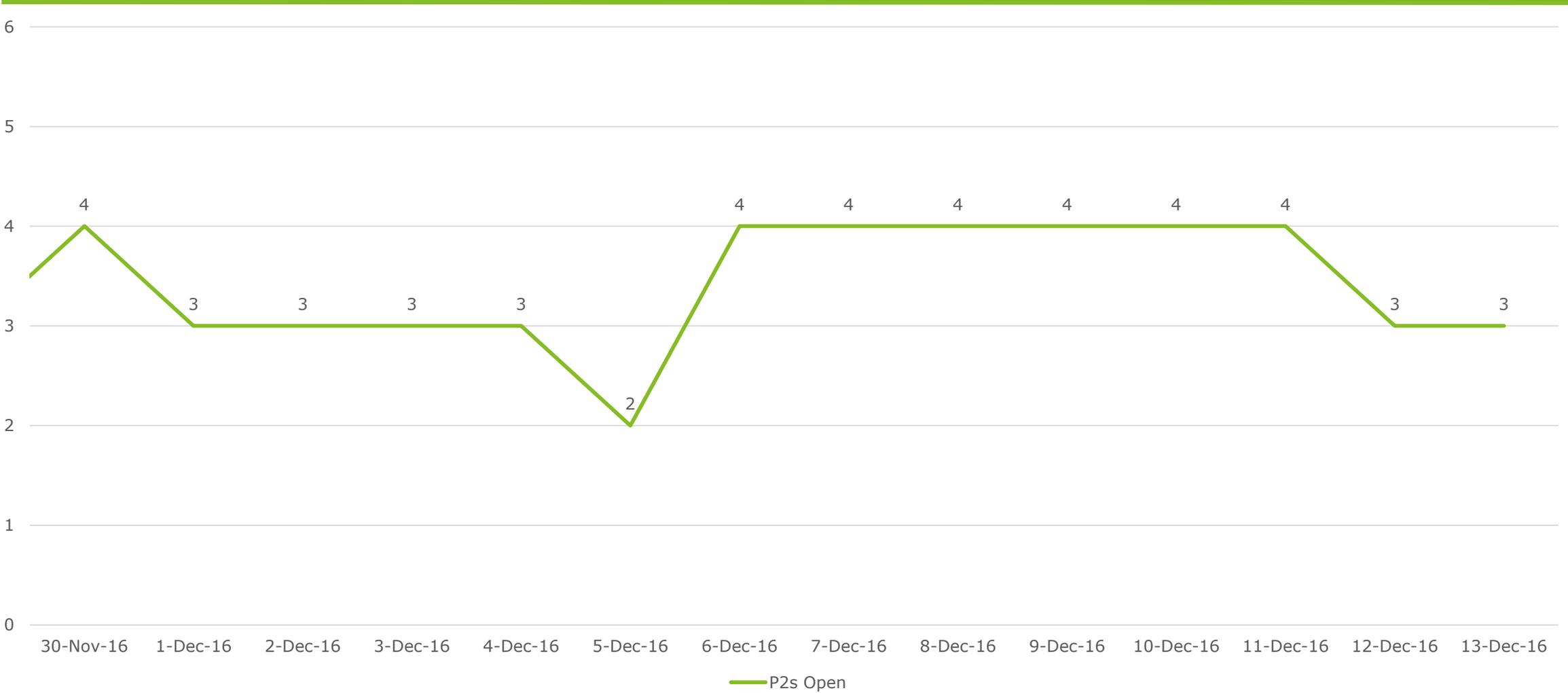
P2 Incidents Opened by Day



RIbridges Technical Metrics – P2 Incident Report

Wednesday December 14th, 2016 (10:00 AM EDT)

P2 Cumulative Incidents Open by Day



RIbridges Technical Metrics – Agency Priority 3 Incidents (P3 Blockers)

Wednesday December 14th, 2016 (10:00 AM EDT)

Total Priority 3 Blocker* Incidents Open by Day

